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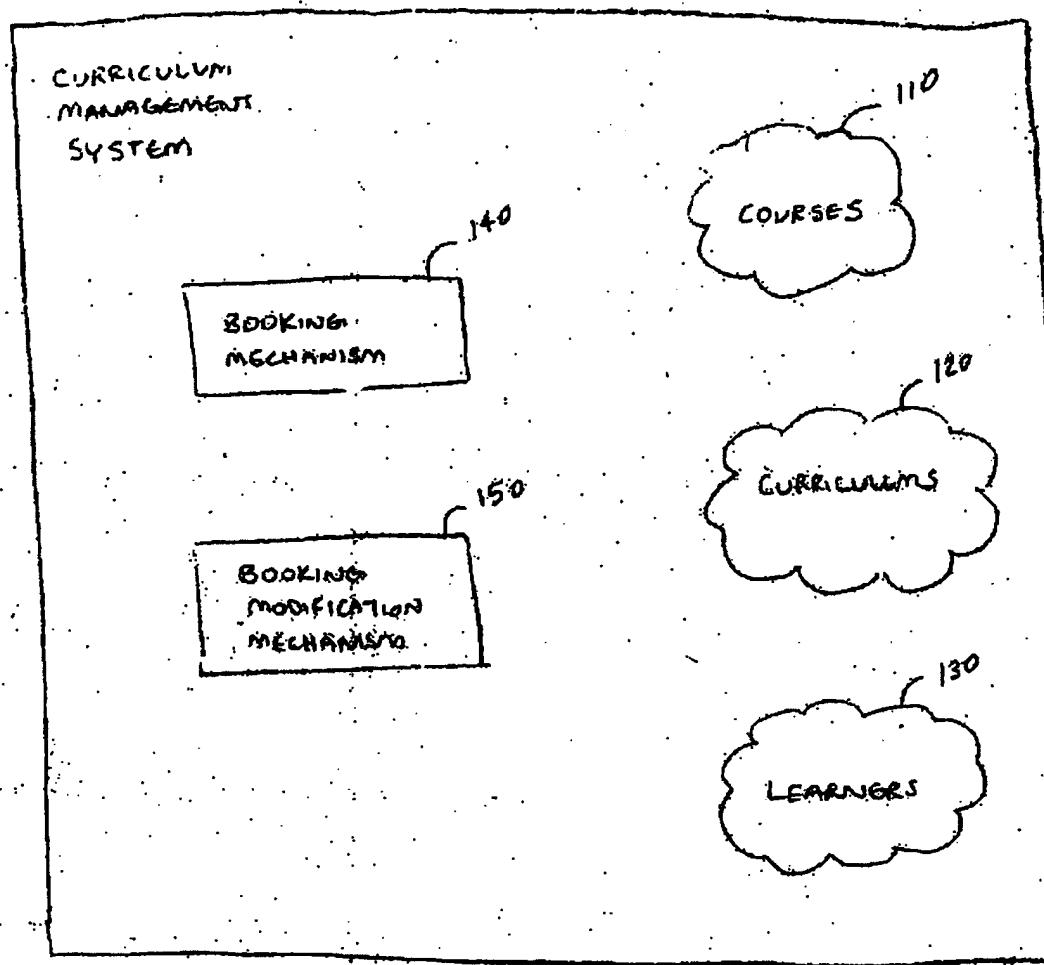


FIG. 1

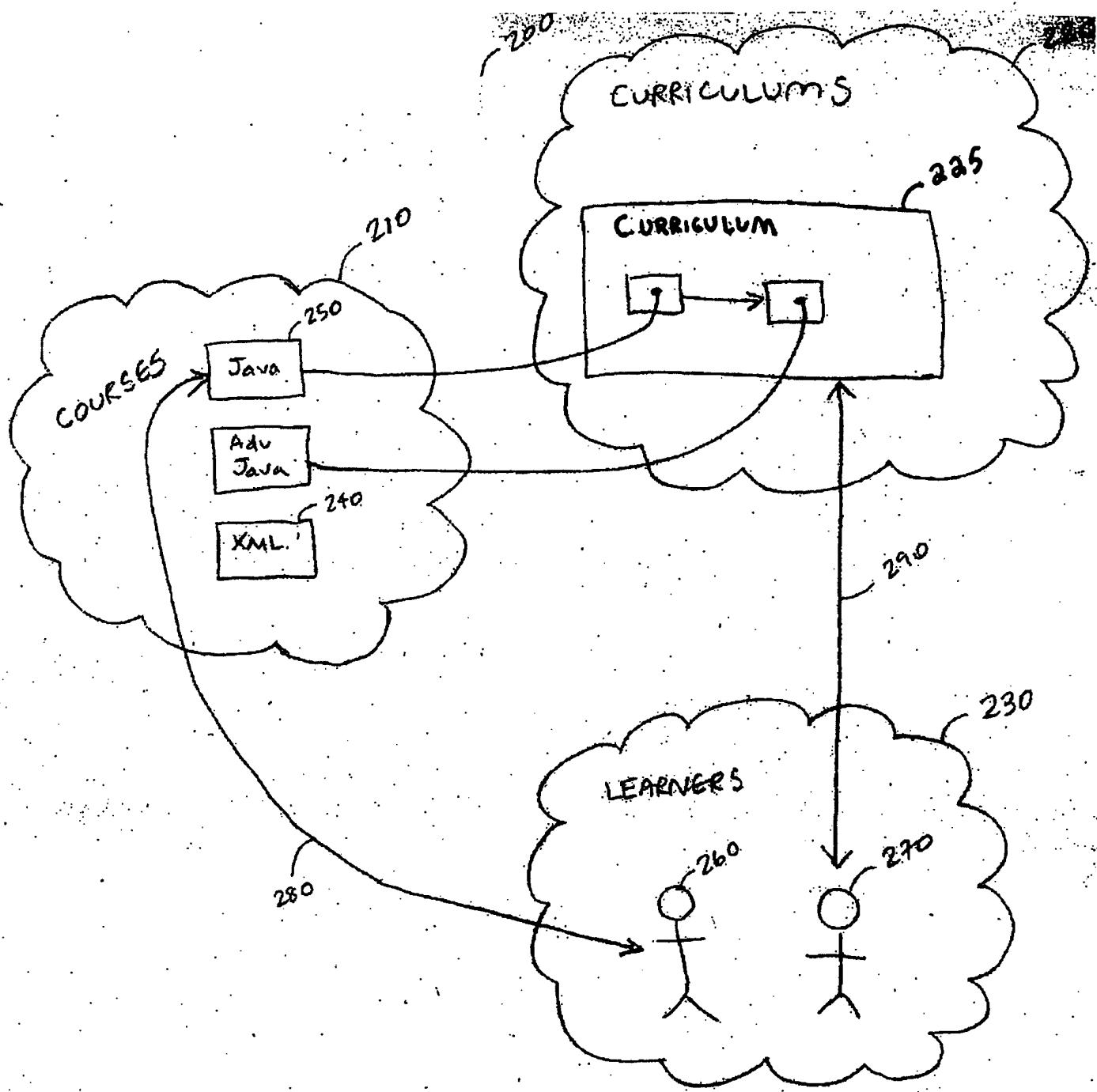


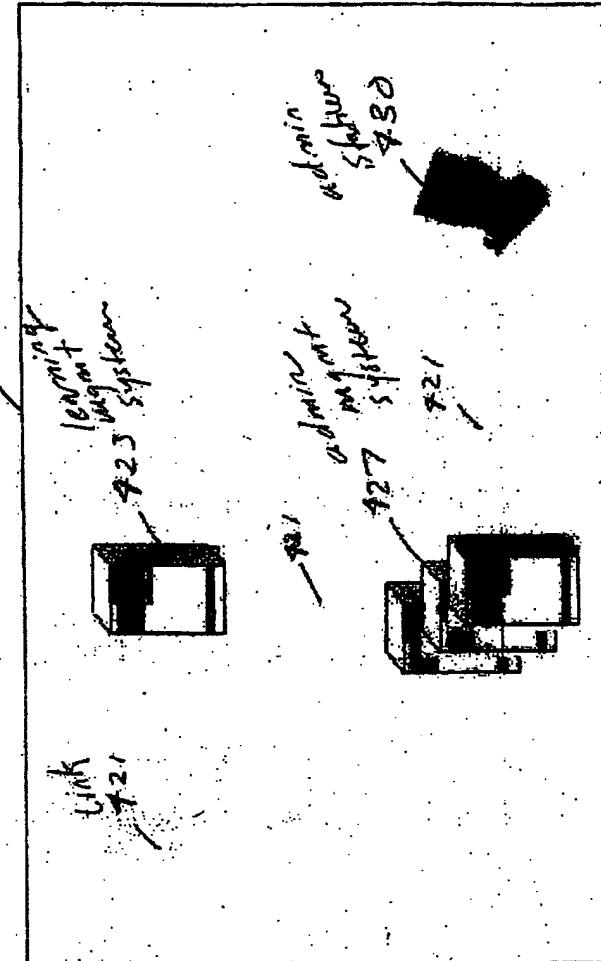
FIG. 2

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TYPE OF MODIFICATION	GRANULARITY OF MODIFICATION
CANCELLATION	CURRICULUM / INDIVIDUAL
RE-BOOKING	CURRICULUM / INDIVIDUAL
FOLLOW-UP	CURRICULUM / INDIVIDUAL

FIG. 3

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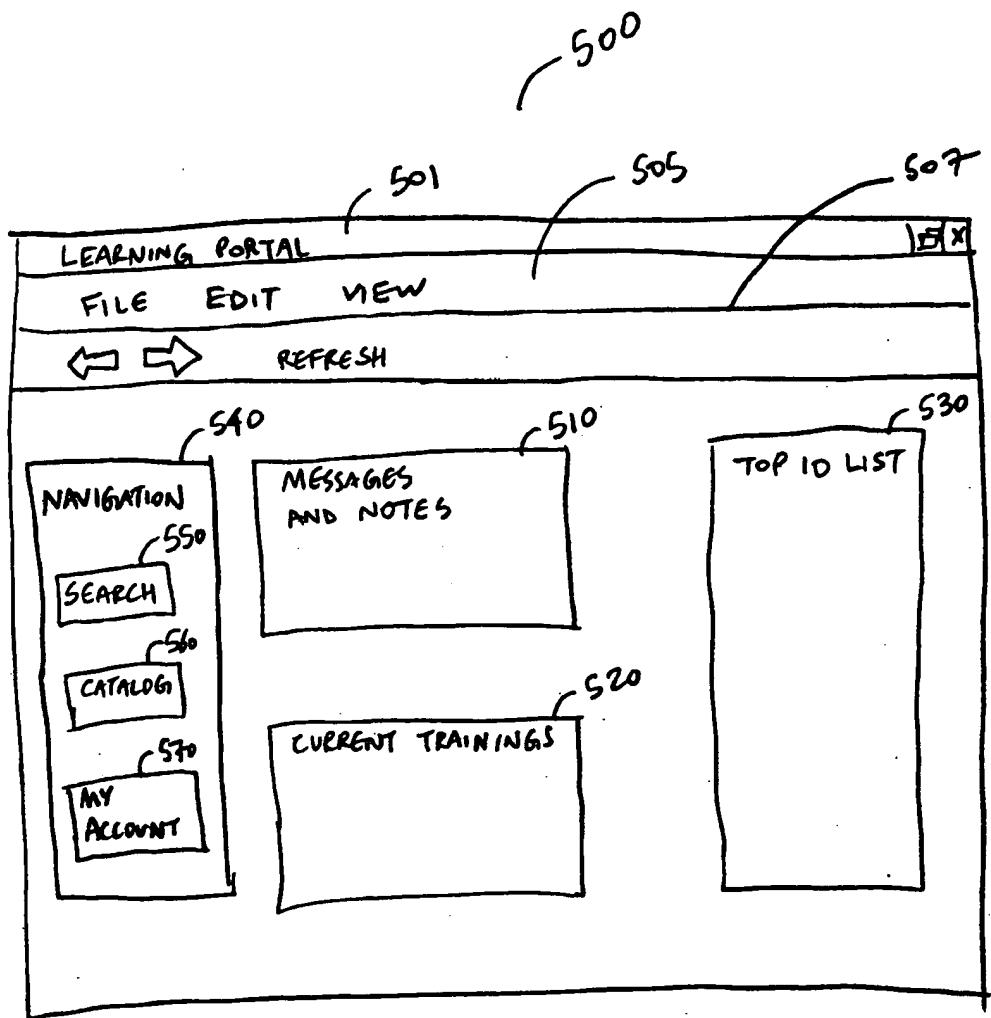


FIG. 5

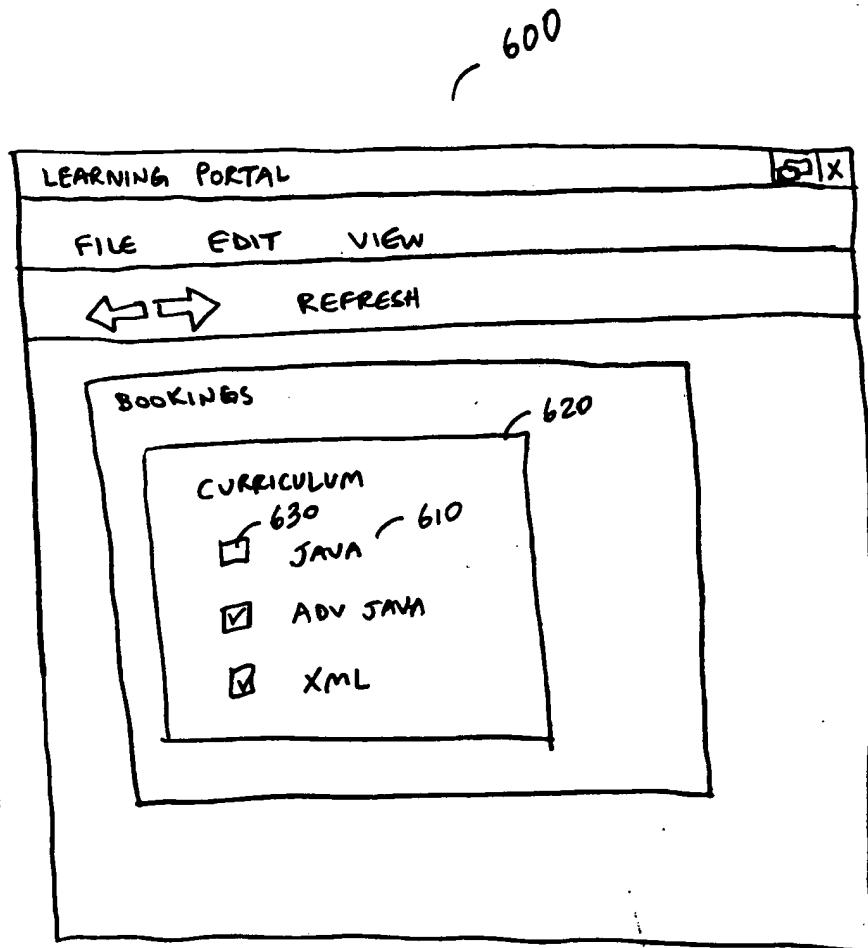


FIG. 6